WARRANTY TERMS

City of Rosh HaAyin

STREET LIGHTING LED LUMINAIRES – CL.I

10 YEARS WARRANTY

1) AEC ILLUMINAZIONE SRL guarantees that the AEC branded products are warranted **ten (10) years** , as of the invoice date, if used in accordance with their intended purpose. The warranty is subject to the use for the intended purpose of the products and the installation in accordance with the user manual of use and maintenance. The warranty is issued by AEC exclusively to the customer whose name is stated on the invoice.

2) The warranty must be activated within 30 (thirty) days from the invoice date by filling out the on - line form available from http://www.aecilluminazione.com/aec-led/product-warranty. If the on-line activation is not fulfilled, the product shall be covered for a minimum warranty period of 2 (two) years, in compliance with the laws in force.

3) The equipment warranty covers the repair or replacement of the faulty parts or the parts with manufacturing defects, based on our final decision.

4) The detected defect must be communicated in writing to AEC ILLUMINAZIONE SRL, to obtain the repair/replacement under warranty.

5) The warranty only applies provided that:
a. The product has been used in conformity with the specifications.
b. The product has been installed in conformity with the installation instructions included in the supply and by qualified personnel.
c. A qualified technician has submitted the electrical plant conformity and test certificate.
d. The room temperature threshold values (Ta) and the voltage values (Vin), including the relevant tolerances, do not exceed the limits and the product has not been exposed to mechanical loads that are not in conformity with the intended use.
e. No changes or interventions have been carried out, without any prior AEC ILLUMINAZIONE SRL authorization in writing.
f. The defective product must be kept by the customer as is, as long as necessary to allow AEC ILLUMINAZIONE SRL to perform the necessary evaluations, aimed at identifying the cause of the failure.
g. The customer submits the purchasing contract or the invoice or the documentation confirming the on-line activation of the warranty to AEC ILLUMINAZIONE SRL.
h. The fault must be accurately reported by the customer, in writing or via e-mail, to AEC ILLUMINAZIONE, giving evidence of the type and extent within 30 (thirty) days from the date it was first found.
i. The customer has duly paid the product in conformity with the terms of payment specified in the sale agreement.

6) The luminous flux depreciation is a normal phenomenon during the working life of the LED and is not covered by the warranty. The product can be considered defective when 3 or more LED’s are off (critical failure condition).

7) Within the **10 (ten)-year period**, the warranty covers up to **max. 40,000 working hours**, corresponding on average to **11 (twelve) working hours/day**.

8) If any defects covered by this warranty are identified (and the conditions described in the previous paragraphs have been met) AEC ILLUMINAZIONE SRL shall decide whether to repair and / or replace the product with a better or an equivalent product in terms of energy and lighting performance, compatibly with the state-of-the art LED technology

9) The AEC ILLUMINAZIONE SRL products have been manufactured using innovative manufacturing processes that guarantee high quality in terms of abrasion and corrosion resistance and colour stability or peeling. The products are guaranteed provided that any mechanical or structural faults are due to manufacturing defects.

10) This warranty covers the whole product, including light remote controls, if any.

11) This warranty does not apply to AEC tunnel permanent lighting fixtures, which are covered by a separate warranty.

12) If properly activated, this warranty is the only product guarantee granted by AEC ILLUMINAZIONE SRL to the customer (stated in the invoice), who shall renounce any other implicit and / or explicit rights contained in the laws in force and any other warranty provided by AEC ILLUMINAZIONE SRL.

13) The customer shall not claim anything else from AEC ILLUMINAZIONE SRL in relation to the faulty product. AEC ILLUMINAZIONE SRL shall not be charged any expenses that have been incurred to keep the defective product in store, nor any other costs and / or damages. Likewise the customer shall not be entitled to request and / or claim any postponement of payments, price reduction or termination of the supply agreement.

14) The warranty DOES NOT COVER :
a. Product defects caused by unexpected and unforeseeable events (e.g. fortuitous event and / or force majeure, including electrical discharges and lightning strikes), vandalism, unrest, fires and any other events whereby manufacturing defects cannot be claimed as a cause.
b. Faults caused by surges exceeding the parameters specified in the norm IEC 61000-4-5:2005 and IEC 61547:2009.
c. The product was tampered with or replaced by personnel that had not been previously authorized in writing by AEC ILLUMINAZIONE SRL.
d. All the expenses that are incurred to repair the defect. For example: Removal and installation of the product, labour, freight of the defective and repaired product, rental and / or use of lifting devices (cage lorry), scaffolding, daily travelling allowances and travelling expenses, if needed.
e. Any damage caused to equipment or property due to product malfunctioning.
f. Periodic inspection, maintenance, repairs or replacement of parts subject to wear and tear;
g. Costs and damage due to transport, handling or installation;
h. Abuse, misuse, improper installation or application;
i. Cost of assembly and disassembly.

15) Any person who owns the product during the warranty period is entitled to the warranty.

16) The warranty terms described in this document are applicable to **insulation class I luminaries** only.

WARRANTY VALIDATION

The warranty can only be validated by the registered site users. After entering your e-mail address and password in the reserved area, click on the “LED” menu and in the “Validate warranty” submenu (**http://www.aecilluminazione.com/aec-led/validate-your-warranty**).
Have the following information available before validating the warranty:
- Name of the purchased product (e.g. Led-in, T-led);
- Product code
- Date of receipt
- Document transport number

For after sales assistance read the section FAULT ASSISTANCE PROCEDURE.

FAULT ASSISTANCE PROCEDURE

As soon as the failure has been identified, the customer shall inform AEC ILLUMINAZIONE SRL in writing, copy the area dealer, giving information on the equipment type, the supply details (transport document or invoice number) and installation site. Such notice may be sent to **aftersales@aecilluminazione.com** or directly inserted into the form on page **http://www.aecilluminazione.com/aec-led/faults-assistance**.
The guarantee is accepted upon presentation of the certificate regarding the proper installation and commissioning of the electrical system to which the product is connected.
AEC ILLUMINAZIONE SRL will then authorize the customer to return the material to be repaired. Articles returned without first receiving the AEC ILLUMINAZIONE SRL authorizations will not be accepted.
Once the material has been received, AEC ILLUMINAZIONE SRL will analyze the failure, communicate the cause to the customer and whether the cause is covered by the warranty. If the failure is covered by the warranty, AEC ILLUMINAZIONE SRL shall repair it for free; if it is not covered by the warranty, AEC ILLUMINAZIONE SRL shall communicate the cost of the repair to the customer and repair the part after receiving the customer’s authorization in writing.
AEC ILLUMINAZIONE SRL may charge the purchaser for the costs for returned products that are not to be defective or non-conforming, together with the costs of management, verification and associated transport.
The customer shall in no case request new products in replacement of the defective ones.